



Uluslararası Sosyal Arařtırmalar Dergisi

The Journal of International Social Research

Cilt: 6 Sayı: 27

Volume: 6 Issue: 27

Yaz 2013

Summer 2013

www.sosyalarastirmalar.com

Issn: 1307-9581

HIRING DISABLED PEOPLE IN MALAYSIA: AN APPLICATION OF THE THEORY OF PLANNED BEHAVIOR

Magdalene C. H. ANG*

T. RAMAYAH**

Teong Khan VUN***

Abstract

The extant literature suggests that disabled people face employment problems, largely due to employers' negative attitudes toward disabled people which can translate into low intention to hire disabled workers. Using the Theory of Planned Behavior (TPB), this paper proposes a model to address the question: "What are the factors that can potentially influence managerial intention to hire disabled people within the Malaysian setting?" The factors of interest are employer attributes, organizational characteristics, Malaysia's Persons with Disabilities (PWD) Act 2008, attitudes towards hiring disabled people, subjective norm, and perceived control in hiring disabled people. While not claiming to be comprehensive, this paper serves to provide an integrative framework for future empirical work to test the appropriateness of the TPB in understanding managerial intention to hire disabled people. Enhanced knowledge in this area will help in the development of public and organizational policies that can better promote and manage the careers of disabled people.

Keywords: Hiring decisions; disabled people; theory of planned behavior; Malaysia.

* (Corresponding author), School of International Business and Finance, Universiti Malaysia Sabah Jalan Sungai Pagar, 87000 Labuan F.T., Malaysia

** School of Management, Universiti Sains Malaysia, 11800 Minden, Penang, Malaysia

*** School of Informatics Science, Universiti Malaysia Sabah Jalan Sungai Pagar, 87000 Labuan F.T., Malaysia

(The research is financed by: Ministry of Higher Education, Malaysia (Fundamental Research Grant Scheme))

1. INTRODUCTION

Employment provides us the opportunity to earn an income, forge social relationships, and establish social and political status (Jameson, 2005). It is clearly important to everyone, including disabled people. Conversely, unemployment or poor wages can result in poverty that may in turn restrict social and leisure pursuits (Jongbloed & Critchton, 1990). According to the 1995 Current Population Survey (CPS) conducted in the United States, 38.7 per cent of disabled people who do not work live in poverty compared to 15.1 per cent of those who work at least some of the time (Kaye, 1998). In this light, employment can be seen as an effective long-run measure to empower and enable disabled people to be economically independent and to eventually stay out of poverty.

Despite the importance of work to disabled people, this population is still generally restricted in their attempts to gain employment. Studies (e.g., Capella, 2003; Hasazi et al., 1989) that examined disabled people's employment have evidenced that the employment rates and advancements of this population leave much to be desired. Literature also suggests that disabled people face employment problems, mainly due to the lack of understanding of disability which translates to employers' negative attitudes toward hiring disabled people and little intention to hire them. As posited by Bell and Klein (2001), disabled people are generally viewed as weak, dependent, and incompetent when compared to non-disabled people and as such are less likely to be hired. Companies that are reluctant to hire disabled people fail to realize two crucial points: (a) disabled people are an untapped but significant resources of labour; and (b) the inclusion of disabled people in gainful employment can help boost the country's economy. According to World Bank estimates, exclusion of disabled people in the mainstream society results in an estimated loss to the global gross domestic product of between US\$1.37 trillion to US\$1.94 trillion (Perry, 2002). The figures for a medium-income country like Malaysia would probably range from US\$1.68 to US\$2.38 billion dollars (Perry, 2002).

Against this backdrop, this paper proposes the theory of planned behavior (TPB) model depicting factors that can potentially influence managerial intention to hire disabled people in the Malaysian context. No known studies have applied the TPB to explore this topic from a human management resources perspective. It is hoped that this paper will be able to serve as a reference point for Malaysian researchers to conduct more studies on the employment of disabled people in Malaysia. Increased research will in turn contribute to reliable and useful empirical data on disabled people's employment that are incidentally lacking in Malaysia. Such data are much needed to aid the formulation and implementation of effective public and organizational policies that can help eradicate employment problems faced by the disabled population in Malaysia.

2. DISABILITY AND EMPLOYMENT

There are over 650 million disabled people in the world, with about 400 million residing in the Asian and Pacific region (UN ESCAP, 2003; Department of Social Welfare, 2006). The exact number of disabled people in Malaysia is unknown since the registration of disabled people in Malaysia has been and is still being done on a voluntary basis (Jayasooria, 2000). The government in

fact has no immediate plans to make it compulsory on the premise that disabled people should be given informed choice (Ng, 2009). As of November 2010, a total of 283,000 disabled people were registered with the Social Welfare Department (Ranai, 2010). Even though there is a significant rise in the number of disabled people who have come forward to register themselves over the years, this figure only represents 0.8 per cent of the Malaysian population. Based on WHO estimates, 1 per cent of the population in most developing countries is disabled; the figure for Malaysia in 2009 is more likely to stand at 2.8 million. But this number is still a conservative estimate and as such may not be reflective of the real situation. Similarly, there is no kept record for the number of working disabled people in Malaysia.

Wherever they are, disabled people are believed to be among the poorest of the poor in all societies. According to UN ESCAP (2003), disabled people in the Asian region in fact constitute some 20 per cent of the poorest people. In a similar vein, a report by British Trades Union Congress (cited in Bagshaw, 2006) says that disabled people are twice as likely as others to live below the breadline and that the appalling incidence of poverty among disabled people could be closely linked to their exclusion from education, employment, and other economic and social opportunities. Research in the west invariably revealed a large discrepancy in labour force participation between the disabled and non-disabled population. Past findings have evidenced that at least twice as many disabled people as compared to non-disabled people are unemployed (Bagshaw, 2006; Disability Homepage, 2007; Neufeldt & Albright, 1998; Perry, 2002). Previous research has also disclosed that the unemployment rate for non-disabled population in industrial nations is 10 per cent in comparison with between 40 per cent and 60 per cent for disabled people (Neufeldt & Albright, 1998). In Singapore, for instance, the unemployment rate for disabled people is reported to be as high as 53.3 per cent (Lim & Ng, 2001). This unemployment problem could be attributed to a multiple of complex factors. A major contributing factor is that disabled people may be in reality lack the education and skills to be considered for employment. Another could be due to a lack of understanding of disability among employers that in turn breeds unfounded concerns about hiring disabled people and a desire to avoid 'risky hires' (Gilbridge et al., 2000). In view of the above discussion, this paper applies the TPB to conceptualize the relationships between the factors that might influence hiring decisions for disabled people. The factors are—employer attributes, organizational characteristics, legislation (i.e., PWD Act 2008), attitudes towards hiring disabled people, subjective norm, and finally perceived control in hiring decisions for disabled workers.

3. THE THEORY OF PLANNED BEHAVIOR

The TPB (Ajzen, 1991) is an extension of Ajzen and Fishbein's (1980) theory of reasoned action; the latter was found to be inadequate in explaining behavior that appeared to be not completely voluntary and under control. This resulted in the addition of a new variable known as perceived behavioral control. Hence, the TPB operates on the basis that behavior can be deliberative and planned. According to this theory, the best way to predict behavior is to measure behavioral intention. Behavioral intention is in turn viewed as a function of three conceptually independent

variables (i.e., attitude, subjective norm, and perceived behavioral control). As a general rule, the more favourable the attitude and subjective norm, and the greater the perceived control over a certain behavior, the stronger should be the person's intention to perform the behavior in question.

Attitude reflects a person's evaluation of and beliefs about the significant consequences of performing a behavior. As posited by Cheng et al. (2006), before deciding to engage in a certain behavior, a person tends to assess the benefits and costs resulting from the behavior. In other words, when a person has positive attitude toward a specific behavior, she is likely to perform the behavior (Ajzen, 1991; Cheng et al., 2006; Han et al., 2010). For instance, in the case of hiring disabled people, the more favourable an employer's attitude towards hiring disabled workers is, the higher will be her intention to hire them.

The second determinant of behavioral intention is subjective norm which represents the beliefs about the normative norm of significant others (e.g., relatives, close friends, co-workers, or business partners) (Ajzen, 2002). This means a person's motivation to engage in a specific behavior will be largely determined by the perceived preferences of her significant referents. In the context of this paper, when an employer perceives that hiring disabled people is a proper behavior as defined by social norms, this will increase her motivation to comply.

The third independent variable of intention is perceived behavioral control. It is seen as the perceived ease or difficulty in performing a behavior (Ajzen, 1991). Specifically, perceived behavioral control assesses "the perception of how well one can control factors that may facilitate/constrain the actions needed to deal with a specific situation" (Han et al., 2010, p. 604). Interestingly, past studies have reported that when an individual has little control over her act due to the lack or absence of required resources, her behavioral intention will be lowered despite the fact that positive attitude or supportive subjective norm concerning the intended behavior exists (Han et al., 2010).

Because of the relatively robustness of the TPB, it is not surprising to note that the theory has garnered much support in numerous areas like psychology, health, sociology, marketing, consumer behavior, and other disciplines of knowledge. For instance, it has been applied in studies predicting human behavior in blood donation (e.g., Giles et al., 2004), condom use (e.g., Albarracin et al., 2001), leisure (e.g., Ajzen & Driver, 1992), diet (e.g., Conner et al., 2003), obesity (Liou & Bauer, 2007), green hotel choice (e.g., Han et al., 2010), and more recently on hiring intention for older workers (Lu, Kao, & Hsieh, 2011).

This paper is perhaps a pioneering attempt to incorporate the core tenets of the TPB in explaining hiring decisions for disabled people in Malaysia. But why the TPB? The main reason being that the TPB in itself is adequate in explaining behaviors that are not completely voluntary or under one's control such as hiring disabled people. Moreover, the theory presents a useful and meaningful link between managerial attitudes, subjective norm, and intention to hire disabled people. And since hiring intention will subsequently lead to the actual hiring of this population, the TPB can lend to more in-depth study and application on the employment of disabled people. In

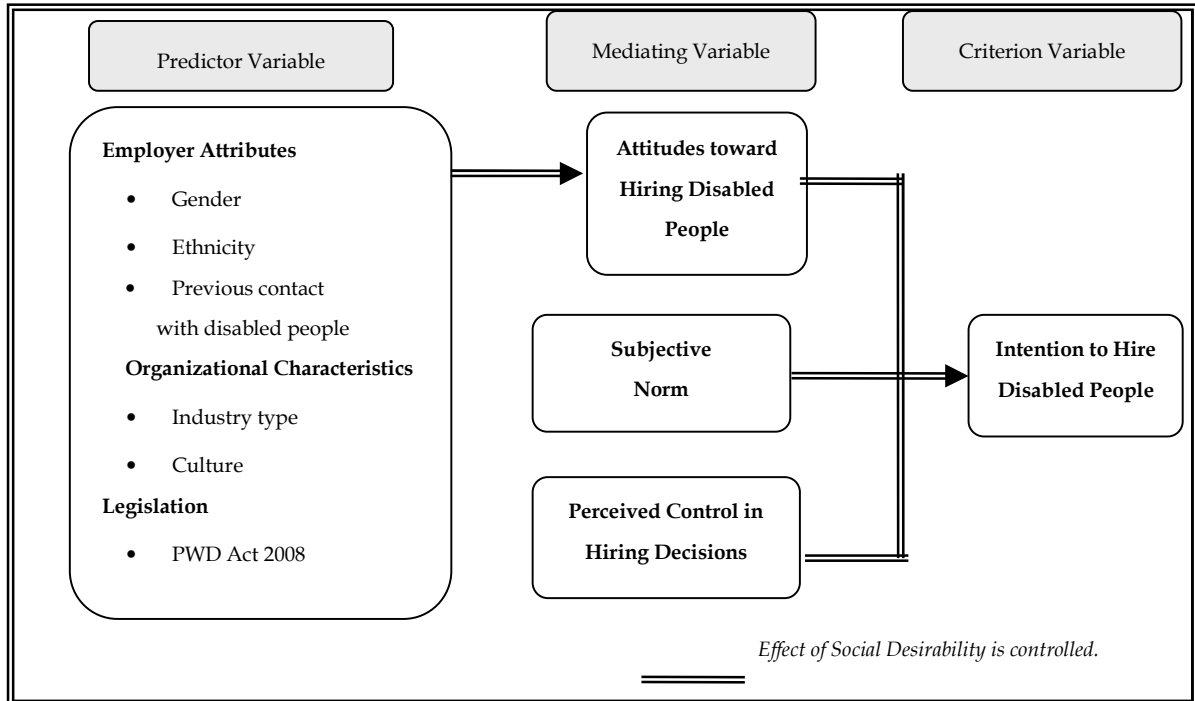
other words, the plausibility and robustness of TPB can be further tested in another discipline of knowledge such as Human Resource practices. Secondly, it would be interesting to see if other factors such as employer attributes, organizational characteristics, and Malaysia's Persons with Disabilities (PWD) Act 2008 can significantly influence hiring intention. Lastly, the paper hopes that hiring decisions for disabled people can be examined in a more systematic and quantitative approach within the integrative framework of TPB.

4. THE PROPOSED MODEL

Figure 1 is a schematic representation of the proposed research model. The criterion variable is managerial intention to hire disabled people. Some factors that may influence intention to hire disabled people constitute the predictor variables. These factors include employer attributes (i.e., gender, ethnicity, and previous contact with disabled people) and organizational characteristics (i.e., industry type and organizational culture), and legislation (i.e., PWDA 2008). It is also proposed that three variables (i.e., attitudes toward hiring disabled people, subjective norm, and perceived control in hiring decisions) mediate the relationships between the predictor variables and the criterion variable. In other words, these three variables, through a period of time, have the capacity to affect one's intention to hire disabled people.

Given the nature of the study, employers might try to portray themselves to be socially desirable in terms of their attitudes toward hiring disabled people as well as their intention to hire disabled people. Hence, the authors deem it necessary to control for the effect of social desirability to weed out possible response bias. Accordingly, social desirability is added in this framework as a control variable, whereby its effect on all other variables will be controlled. These relationships between the variables of interest in this model are defined within the TPB.

Figure 1: Proposed Research Framework



4.1 Factors influencing attitudes toward hiring disabled people

4.1.1 Employer attributes

Three variables namely gender, ethnicity, and previous contact with disabled people are expected to influence managerial attitudes toward intention to hire disabled people.

Gender. Women and racial/ethnic minorities are similar to disabled people such that they have encountered prejudice, misconceptions, and discrimination in the workplace (Roberts, 1996). Women, for instance, are disadvantaged in the workplace with regards to lower income and promotion opportunities. As such, it is expected that women can empathize more with disabled people. They are also possibly more accepting of disabled people than are men. Even though few studies have examined whether women and men differ in their attitudes toward or perceptions of disabled people (McLaughlin et al., 2004) and the results are inconsistent, most indicated that women have more positive attitudes than men (McLaughlin et al., 2004; Olkin & Howson, 1994; Strohmer et al., 1984, Yuker, 1988). Furthermore, McLaughlin et al. (2004) reported that women were less likely to make discriminatory (unfavourable) employment judgments than were men. Given the above, the following proposition is offered:

P1a: When compared to their male counterparts, female employers will have more favourable

attitudes toward hiring disabled people.

Ethnicity. As noted earlier, prejudice, stereotyping, and discrimination against racial minorities in the work setting is also not uncommon. It is thus plausible to assume that employers of racial minorities who might have previously experienced such workplace mistreatment will tend to have higher empathy for disabled people. It follows that these employers are likely to have more favourable attitudes toward hiring disabled people. The following proposition is thus formulated:

P1b: Ethnicity will have significant influence on attitudes toward hiring disabled people.

Previous contact with disabled people. It has been argued that non-disabled people who have previous contact with disabled people will tend to react more positively to disabled people since previous contact enhances the acceptance of disabled people (Stone & Colella, 1996; Schur, Kruse, & Blanck, 2005). Similarly, the authors suggest that employers who have previous contact with disabled people are likely to perceive disabled people more favourably than their counterparts who do not have previous contact. Extensive contact with disabled people will enable employers to gather sufficient information to disconfirm or override initial negative assumptions about disabled people (Gilbride & Stensrud, 1998). It follows that attitudes toward disabled worker will tend to be more positive to the extent that previous contact with disabled people can help enhance the acceptance of disabled people in the workplace. Given that, the following is surmised:

P1c: Previous contact with disabled people will have significant influence on attitudes toward hiring disabled people.

4.1.2 Organizational characteristics.

Industry type and organizational culture are two variables that constitute organizational characteristics. These are expected to influence employers' attitudes toward hiring disabled people and ultimately their intention to hire disabled workers.

Industry type. Industry type refers to the many different ways in which businesses are classified. They may include agriculture, administration, retail and distributor, information technology, finance and banking, hospitality, manufacturing, and social services. A study by Hartlage (1974) reported that there were significant differences among the types and size of industry with respect to managerial attitudes toward employing disabled people such that larger industries were found to be more receptive. Perhaps, smaller companies particularly those in specialized fields need to be more selective about whom they intend to hire. Thus, it is proposed:

P2a: Industry type will significantly influence managerial attitudes toward hiring disabled people.

Organizational culture. Organizational culture dictates the way people are viewed and treated in organizations. Schur, Kruse, Blasi, and Blanck (2009) reported that corporate cultures that are responsive to the needs of all employees are particularly beneficial for disabled workers. Similarly, cultures that value flexibility, social justice, personalization and embraces diversity would be one in which disabled people will be treated more favourably than another that is more

rigid and bureaucratic. Supportive organizational cultures will also focus on changing non-disabled employees' negative attitudes towards disability as well as eliminating behaviors that reflect subtle forms of discrimination and exclusion, hence promoting more effective interaction among non-disabled and disabled employees.

Malaysians are often described as caring, charitable, accommodating, patient, and as having strong humane orientation (Abdullah, 1992; Kennedy & Mansor, 2000) towards the less fortunate segment of the population such as the disabled. There is little doubt that this national culture that engenders values of being kind, tolerant, accepting, and accommodating generally typifies Malaysian corporate cultures. Interestingly, the "norm to be kind" was also found to be present in the American setting in a study that examined the effect of corporate cultures on the ratings for job applicants that include disabled and non-disabled people (Bell & Klein, 2001). Contrary to predictions, the researchers found that job applicants with disabilities received relatively higher ratings than did their non-disabled counterparts. Clearly, within a supportive organizational culture, disabled applicants will be viewed more suitable and capable for jobs when compared to organizational culture that is less tolerant of disability. Therefore, the following proposition is postulated:

P2b: Organizational culture will significantly influence managerial attitudes toward hiring disabled people.

4.1.3 Legislation (Persons with Disabilities Act 2008)

Malaysia's Persons with Disabilities Act (PWDA) 2008 was passed on July 7, 2008. This act delineates that disabled people have the right to access to employment on equal basis with non-disabled people. Specifically, the act enacts that:

The employer shall protect the rights of persons with disabilities, on equal basis with persons without disabilities, to just and favourable conditions of work, including equal opportunities and remuneration for work of equal value, safe, and healthy working conditions, protection from harassment and the redress of grievances.

The enforcement of this act as such prohibits unfair discrimination against Malaysian disabled people that include refusing and failing to accept a disabled applicant as an employee. It has been a lapse of two years since the passing of this act and thus it would be worthwhile to gauge employers' awareness of the act and to investigate whether the act works in real life and not only on paper. A study in the United States reported that employers' responses to the American with Disabilities Act (ADA) employment provisions significantly affect their decision to hire a disabled person (Bruyere, Erickson, & VanLooy, 2006).

Safilios-Rothschild (1970, p. 9) nevertheless raises a note of caution in that "legislation by itself is powerless unless prevailing values and beliefs concerning the disabled are changed." The

International Labor Office (2003) and the British Employers' Forum on Disability (2002) state that while a legislation is imperative, it alone cannot break down the barriers and discrimination faced by disabled people seeking work and in employment. A research by the International Labor Office (2003) found that legislation and policies internationally have done little to address the issue of severe under-representation of disabled people in the world economy; in other words, the employment problems of the disabled still persist (Bell & Klein, 2001). A survey carried out by British disability employment website, Ready, Willing and Able (RWA), reported that even after a lapse of ten years since the anti-discrimination laws were passed to protect disabled people, most employers still have no disabled staff (Bagshaw, 2006). A more recent study similarly reported no evidence of positive employment effect of the introduction of the disability act (Jones, 2009).

On a similar note, Stone and Colella (1996) posit that compliance with legislation, despite its benefits, may do little to change affective reactions to the disabled people. They (Stone & Colella, 1996) argue that special accommodations for and preferential treatment of disabled employees may actually increase coworkers' feelings of inequity and resentment toward disabled employees. To some extent, legislation may also perpetuate stereotypes and negative expectancies due to inferences that a disabled person was hired not on his own merit but because of legal requirements. Consequently, disabled people may be treated as tokens, or worse, be plagued with recurring treatment-related problems in organizations (Stone & Colella, 1996).

A recent report by the Public Service Department in Malaysia revealed that even though 4,000 job vacancies in the civil service are targeted for the disabled population, only 581 disabled people got the jobs (New Straits Times, 2010). While the literature is silent on what could be the real cause, it would be worthwhile to ascertain empirically whether Malaysia's disability act (i.e., PWDA 2008) can have a positive effect on managerial attitudes toward hiring disabled people.

P3: Legislation (i.e., PWDA 2008) will significantly influence managerial attitudes toward disabled people.

4.2 Attitudes toward hiring disabled people and intention to hire disabled people

There is a general assumption that intentions consistently lead to behavior (Armitage & Christian, 2003). For instance, Ajzen (1991) and Kim and Hunter (1993) reported that attitudes influence intention, while in turn, intentions predict behavior. In another study, Zanten (2005) has also established the strong correlation between attitudes and intention. Hence, it is expected that having a favourable attitude towards hiring disabled people will increase a person's intention to hire disabled people. Conversely, an unfavourable attitude toward hiring a disabled person may negatively influence the intention to hire disabled person in the workplace. Thus, the following is advanced:

P4: Attitudes toward hiring disabled people will significantly influence hiring decisions for disabled people.

4.3 The mediating role of attitudes toward hiring disabled people, subjective norm, and

perceived control in hiring decisions

Even though employer attributes, organizational characteristics, and legislation can have influence on managerial intention to hire disabled people, this effect is believed to be not immediate but gradually develops over a period of time to subsequently spark the desire to hire disabled people. Hence, drawing upon the TPB, this study also postulates that three variables (i.e., attitudes toward hiring disabled people, subjective norm, and perceived control in hiring decisions) may mediate the relationship between the predictor variables (i.e., employer attributes, organizational characteristics, and legislation) and the criterion variable (i.e., intention to hire disabled people). This is in line with Ajzen's (2006) viewpoint such that the more favourable the attitude and subjective norm, and the greater the perceived control, the stronger would be the intention to perform the behavior in question.

In the case of hiring decisions for disabled people, the employer must first have a favourable attitude towards hiring disabled people before this attitude can translate to intention to hire disabled people. Similarly, subjective norm which represents the influence and beliefs of people in an employer's social environment, weighted by the importance attributed to each of their opinions, will affect his or her behavioral intention to hire disabled people. Specifically, if hiring disabled people is viewed favourably by the manager's social circle, she will most likely have increased intention to hire this group of workers. The construct of perceived control in hiring decisions refers to an employer's perception of whether the behavior is or is not within her control. Ajzen (2002) argues that having a sufficient degree of actual control over one's behavior would allow the person to carry out her intention as and when the opportunity arises. Given that, if hiring decisions for disabled people is completely under an employer's control, the effect on intention to hire is likely to be increased. The reverse would be true when the manager lacks complete control over hiring decisions for disabled people. Hence, it is proposed that:

P5: Attitudes toward hiring disabled people, subjective norm, and perceived control in hiring decisions will mediate relationships between employer attributes, organizational characteristics as well as legislation and managerial intention to hire disabled people.

4.4 Control variable: social desirability

When a respondent does not answer truthfully to survey questions since she is trying to provide socially appropriate responses, social desirability is at play. The issue of social desirability can be a major concern for surveys with sensitive topics such as drug use, sexual behaviors, and also attitudes towards disabled people. Further, personality characteristics of employers such as tolerance for ambiguity and needs for social approval are likely to affect observers' reactions to disabled people (Stone & Colella, 1996). Hence, it is predicted that employers who are high on social desirability will most likely to exhibit favourable attitudes toward disabled people. They will in turn exhibit higher intention to hire disabled workers. Accordingly, the influence of social desirability on attitudes toward disabled people and hiring intention for disabled people will have to be controlled in this study to alleviate response bias.

5. MEASUREMENT

This section provides some suggestions on the measurement for each construct in the proposed model. It should be noted that the multi-item scales measuring attitudes, social norms, perceived control, and intention have been reworded for purposes of the paper. Table 1 summarizes the information.

Table 1: Measurement Items and Sources

Construct	Sample Items	Source
<i>Employer Attributes</i>		
Gender	1. Male 2. Female	-
Ethnicity	1. Bumiputera/Indigenous (specify) 2. Chinese 3. Indian, etc.	-
Previous contact with disabled people	1. How often have you eaten a meal with a person with disability? 2. How often have you had pleasant experiences interacting with a person with disability?, etc.	Junco (2002)
<i>Organizational Characteristics</i>		
Industry type	1. Wholesale/retail/repair 2. Finance 3. Hotels/Restaurant, etc.	-
Culture	1. This organization emphasizes human resources. Morale is important. 2. The glue that holds this place together is formal rules and policies. Following the rules is important.	Yeung et al. (1991)
<i>Persons with Disabilities Act 2008</i>	I'm aware of Malaysia's Person with Disabilities Act (2008)	Self-developed
<i>Attitudes toward Hiring Disabled People</i>	1. For me, hiring disabled people is troublesome (R). 2. For me, hiring disabled people should be encouraged, etc.	Adapted from Azjen (2006)
Subjective Norm	1. Most people who are important to me think that I should hire disabled people. 2. It is expected of me to hire disabled people, etc.	Adapted from Azjen (2006)

Perceived Control in Hiring Decisions	1. Hiring disabled people is entirely within my control. 2. I have the necessary means and resources to hire disabled people, etc.	Nysveen et al. (2005)
Intention to Hire Disabled People	1. I intend to hire disabled people. 2. I would hire a disabled person if there is an opportunity to do so, etc.	Adapted from Azjen(2006)
Social Desirability	1. I am quick to admit when making a mistake. 2. I sometimes try to get even rather than forgive and forget (R), etc.	Greenwald & Satow (1970); Strahan & Gerbasi (1972)

6. CONCLUSION

Due to a lack of understanding of disability, most employers are hesitant to give jobs to disabled applicants. On the premise of the TPB, this paper attempts to depict the relationships between employer attributes, organizational characteristics, and legislation in influencing managerial intention to hire disabled people. In addition, the paper offers the possibility of the moderating role of attitudes, subjective norm, and perceived control in hiring decisions for disabled people. It is hoped that this integrative framework can offer important theoretical and practical implications in the hiring decisions for the disabled population. Enhanced knowledge in this area will help in the development of public and organizational policies that can better promote and manage the careers of disabled people.

REFERENCES

- ABDULLAH A, 1984. "Influence of Ethnic Values at the Malaysian Workforce", *Understanding the Malaysian workforce: Guidelines for managers*, pp 1-17. Kuala Lumpur: Malaysian Institute of Management.
- AJZEN I, 1991. "The Theory of Planned Behavior", *Organizational Behavior and Human Decision Processes*, Vol 50, pp 179-211.
- AJZEN I, 2002. "Perceived Behavioral Control, Self-efficacy, Locus of Control, and the Theory of Planned Behavior", *Journal of Applied Social Psychology*, Vol 32, pp 665-683.
- AJZEN I, 2006. "Constructing a Theory of Planned Behavior Questionnaire: Conceptual and Methodological Considerations", Retrieved February 18, 2010, from http://www.uni-bielefeld.de/ikg/zick/ajzen_constructing_a_tpb_questionnaire.pdf
- AJZEN I and Driver BL, 1992. "Application of the Theory of Planned Behavior to Leisure Choice", *Journal of Leisure Research*, Vol 24, pp 207-224.
- AJZEN I and Fishbein M, 1980. *Understanding Attitude and Predicting Social Behavior*. Englewood Cliffs, NJ: Prentice-Hall, Inc.
- ALBARRACIN D, Johnson BT, Fishbein M and Muellerleile PA, 2001. "Theories of Reasoned Action and Planned Behavior as Models of Condom Use: A Meta-analysis", *Psychological Bulletin*, Vol 27, pp 142-161.
- ARMITAGE CJ and Christian J, 2003. "From Attitudes to Behavior: Basic and Applied Research on the Theory of Planned

- Behavior", *Current Psychology: Developmental, Learning, Personality, Social*, Vol 22, pp 187-195.
- BAGSHAW M, 2006. *Disability in the Workplace: The Good News and the Bad News*. Retrieved November 8, 2008, from <http://www.neon.org.nz/newsarchive/bagshawplusfour/>.
- BELL BS and Klein KJ, 2001. "Effects of disability, Gender, and Level of Supervision on Ratings of Job Applicants", Faculty Publications-Human Resource Studies, ILR School, Cornell University.
- BRUYERE SM, Erickson WA and VanLooy SA, 2006. "The Impact of Business Size on Employer ADA Response", *Rehabilitation Counselling Bulletin*, Vol 49, pp 194-206.
- CAPELLA ME, 2003. "Comparing Employment Outcomes of Vocational Rehabilitation Consumers with Hearing Loss to Other Consumers and the General Labor Force", *Rehabilitation Counseling Bulletin*, Vol 47, pp 24-33.
- CHENG S, Lam T and Hsu CHC, 2006. "Negative Word-of-mouth Communication Intention: An Application of the Theory of Planned Behavior", *Journal of Hospitality & Tourism Research*, Vol 30, pp 95-116.
- CONNER M, Kirk SF, Cade JE and Barrett JH, 2003. "Environmental Influences: Factors Influencing a Woman's Decision to Use Dietary Supplements", *Journal of Nutrition*, Vol 133, pp 1978-1982.
- Department of Social Welfare, Malaysia, 2006. *Yearly report: Statistics profile (2002-2006)*.
- Disability Homepage, 2007. "The Office for Disability Issues and Equality 2025", Retrieved November 8, 2008, from <http://www.ecu.edu.au>.
- GILBRIDGE D, Stensrud R, Ehlers C, Evan E and Peterson C, 2000. "Employers' Attitudes toward Hiring Persons with Disabilities and Vocational Rehabilitation Specialists", *The Journal of Rehabilitation*, Vol 66, pp 17-23.
- GILBRIDE D, Thomas JR and Stensrud R, 1998. "Beyond Status Code 26: Development of an Instrument to Measure the Quality of Placements in the State-Federal Program", *Journal of Applied Rehabilitation Counseling*, Vol 29, pp 3-7.
- GILES M, McClenahan C, Cairns E and Mallet J, 2004. "An Application of the Theory of Planned Behavior to Blood Donation: The Importance of Self-efficacy", *Health Education Research*, Vol 19, pp 380-391.
- GREENWALD HJ and Satow Y, 1970. "A Short Social Desirability Scale", *Psychological Reports*, Vol 27, pp 131-135.
- HAN H, Hsu L and Sheu C. 2010. "Application of the Theory of Planned Behavior to Green Hotel Choice: Testing the Effect of Environmental Friendly Activities", *Tourism Management*, Vol 31, pp 325-334.
- HARTLAGE LC, 1974. "Factors Affecting Employer Receptivity toward the Mentally Retarded", In LK Daniels (ed.), *Vocational rehabilitation of the mentally retarded*. Springfield, ILL: USA
- HASAZI SB, Johnson RE, Hasazi JE, Gordon IR and Hull M, 1989. "Employment of Youth with and without Handicaps following High School: Outcomes and Correlates", *The Journal of Special Education*, Vol 23, pp 243-255.
- JAMESON A, 2005. *Disability and employment: Review of literature and research*. Auckland, New Zealand: Equal Employment Opportunities Trust.
- JAYASOORIA D, 2000. *Disabled people: Citizenship and social work: The Malaysian experience*. London: Asean Academic Press.
- JONES MK, 2009. "The Employment Effect of the Disability Discrimination Act: Evidence from the Health Survey for England", *Labour*, Vol 23, pp 349-369.
- JONGBLOED L and Crichton A, 1990. "Difficulties Shifting from Individualistic to Socio-political Policy Regarding Disability in Canada", *Disability, Handicap and Society*, Vol 5, pp 25-36.
- JUNCO R, 2002. "Assessing an Online Training Programming Ability to Change Attitudes towards Students with Disabilities", Unpublished Doctor of Education thesis. The Pennsylvania State University, Pennsylvania, USA.
- KAYE HS, 1998. "Disability watch: The status of people with disabilities in the United States", Retrieved December 20, 2001, from <http://dsc.usf.edu/UCSF/pub.taf?grow=15>.

- KENNEDY J and Mansor N, 2000. "Malaysian Culture and the Leadership of Organizations: A GLOBE study", *Malaysian Management Review*, Vol 35, pp 44-53.
- KIM M. and Hunter J, 1993. "Relationships among Attitudes, Intentions and Behavior", *Communication Research*, Vol 20, pp 331-364.
- LIM G and Ng H, 2001. "Biasing Effects of Physical Disability, Race and Job Skill Level on Assessment of Applicants", *Asia Pacific Journal of Human Resources*, Vol 39, pp 82-108.
- LIOU D and Bauer KD, 2007. "Exploratory Investigation of Obesity Risk and Prevention in Chinese Americans", *Journal of Nutrition Education and Behavior*, Vol 39, pp 134-141.
- LU L, Kaso SF and Hsieh YH, 2011. "Attitudes Towards Older People and Managers' Intention to Hire Older Workers: A Taiwanese Study", *Educational Gerontology*, Vol 37, pp 835-853.
- MCLAUGHLIN ME, Bell M, and Stringer DY, 2004. "Stigma and Acceptance of Persons with Disabilities: Understudied Aspects of Workforce Diversity", *Group and Organization Management*, Vol 29, pp 302-333.
- NEUFELDT A and Albright A, 1998. *Disability and self-directed employment*. Ontario: Captus Press.
- New Straits Times, Hiring of Disabled People Not Catching On in Most Government Departments. Retrieved June 15, 2010, from www.malaysianbar.org.my/index2.php?option=com_content.
- NG CY, 2009. *Chew: Not a must to register*. Retrieved December 20, 2009, from <http://thestar.com.my/metro/story.asp?file=/2009/8/4/central/4432605&sec=central>.
- NYSVEEN H, Pedersen PE & Thorbjørnsen H, 2005. "Intentions to Use Mobile Services: Antecedents and Cross-Service Comparisons", *Journal of the Academy of Marketing Science*, Vol 33, pp 330-346.
- OLKIN R and Howson LJ, 1994. "Attitudes toward and Images of Physical Disability", *Journal of Social Behavior and Personality*, Vol 9, pp 81-96.
- PERRY DA, 2002. *Promoting employment of people with disabilities: The ILO perspective*. Paper presented at the Seminar on Employment for the Disabled, Kuala Lumpur.
- RANAI M, 2010. Disabled will gain from work plan. Retrieved June 15, 2010, from www.nst.com.my.
- ROBERTS K, 1996. "Managing Disability-based Diversity. In E. E. Kossek & S. Lobel (eds.), *Managing Diversity: Human Resource Strategies for Transforming the Workplace*. Cambridge, MA: Blackwell.
- SCHUR L, Kruse D and Blanck P, 2005. "Corporate Culture and the Employment of Persons with Disabilities", *Behavioral Sciences and Law*, Vol 23, pp 3-20.
- SCHUR L, Kruse D, Blasi J and Blank P, 2009. "Is Disability Disabling in All Workplaces?: Workplace Disparity and Corporate Culture", *Industrial Relations*, Vol 48, pp 381-410.
- STONE DL and Colella A, 1996. "A Model of Factors Affecting the Treatment of Disabled Individuals in Organizations", *Academy of Management Review*, Vol 21, pp 352-401.
- STRAHAN R and Gerbasi KC, 1972. "Short, Homogeneous Versions of the Marlowe-Crowne Social Desirability Scale", *Journal of Clinical Psychology*, Vol 28, pp 191-193.
- STROHMER DC, Grand SA and Purcell MJ, 1984. "Attitudes toward Persons with a Disability: An Examination of Demographic Factors, Social Context, and Specific Disability", *Rehabilitation Psychology*, Vol 29, pp 131-145.
- United Nation Economic and Social Commission for Asia and the Pacific (UN ESCAP), 2003. *Asian and Pacific decade of disabled persons (2003 - 2012): Bivako Millennium Framework for Action: Towards an inclusive, barrier-free and rights-based society for persons with disabilities in Asia and the Pacific*.
- YEUNG AKO, Brockbank W and Ulrich DO, 1991. "Organizational Culture and Human Resources Practices: An Empirical

Assessment. *Organizational Change and Development*, Vol 5, pp 59-81.

YUKER HE, 1988. "The Effects of Contact on Attitudes toward Disabled Persons: Some Empirical Generalizations", In HE Yaker (ed.), *Attitudes toward Persons with Disabilities*, pp 262-274. New York: Springer.

ZANTEN van R, 2005. "Drink Choice: Factors Influencing the Intention to Drink Wine", *International Journal of Wine Marketing*, Vol 17, pp 49-61.